

Recommendation of the FCC Disability Advisory Committee
Communication Assistants - 911 Training
Adopted September 22, 2016

WHEREAS, the Disability Advisory Committee (“DAC”) recognizes the importance of effective and accurate handling and processing of 911 emergency calls by Video Relay Service (“VRS”) Communication Assistants (“CA”) who relay such calls to Public Safety Answering Point (“PSAP”) Telecommunicators at the appropriate PSAP;

WHEREAS, members of the Relay and Equipment Distribution Subcommittee recognize that accessing 911 through relay services is not functionally equivalent to accessing 911 directly;

WHEREAS, while direct access to 911 is preferred, relay services must be able to appropriately process calls to 911;

WHEREAS, members of the Relay and Equipment Distribution Subcommittee wish to ensure that VRS Providers are capable of effectively and accurately relaying 911 emergency calls to PSAP Telecommunicators at the appropriate PSAP;

WHEREAS, the Relay and Equipment Distribution Subcommittee and the Emergency Communications Subcommittee have jointly identified the need for consistent and comprehensive annual 911 training for all VRS CAs including annual refresher courses for veteran CAs;

WHEREAS, members of the Relay and Equipment Distribution Subcommittee acknowledge the need for an Implementation Guide for Minimum 911 Training Standards for VRS CAs;

WHEREAS, members of the Relay and Equipment Distribution Subcommittee recommend the establishment of Best Practices for training and handling of 911 calls by VRS CAs;

NOW, THEREFORE, IT IS --

RECOMMENDED, that the Disability Rights Office (“DRO”) and the Consumer and Governmental Affairs Bureau (“CGB”) take action to work with the Association of Public Safety Communications (“APCO”) and the National Emergency Number Association (“NENA”) to develop an Implementation Guide for Mandatory Minimum Training Standards for 911 call handling for all VRS CAs;

RECOMMENDED further, that the DRO and CGB support the development of Best Practices for 911 call handling and processing for VRS CAs; and

RECOMMENDED further, that the FCC take steps to ensure that annual 911 training is required for VRS CAs handling 911 calls, including a refresher course for veteran CAs handling 911 calls.